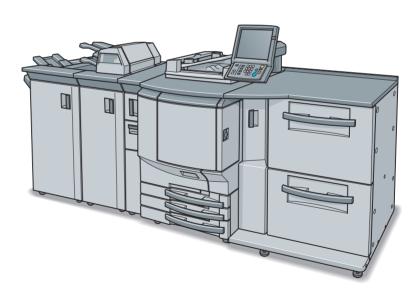


bizhub pro / C6500

CMS Replacement Instructions



Contents

1	Intro	oduction	
		CMS	3
	1.1	Safety instructions	
		Meaning of symbols1-4	1
		Operations before replacing any part	
		Power plug 1-6	3
		When any abnormal condition is found 1-7	
	1.2	Caution notations and caution labels 1-8	3
2	bizh	ub PRO C6500/bizhub PRO C6500e	
	2.1	Maintenance procedure of the housing section 2-3	
		Removing the dust-proof filter 1 assy	
		Removing the dust-proof filter 2 assy	
		Reinstalling the dust-proof filter 2 assy 2-6	
	2.2	Maintenance procedure of the toner collection box 2-7	
		Removing the toner collection box assy	
	2.3	Maintenance procedure of the paper feeding section 2-10)
		Removing the pick-up roller/paper feed roller rubber 2-10	
		Reinstalling the pick-up roller/paper feed roller rubber	
		Reinstalling the separation roller rubber	
	2.4	Maintenance procedure of the bypass feed tray section 2-17	
		Removing the pick-up roller/paper feed roller rubber	
		Reintalling the pick-up roller/paper feed roller rubber	
	2.5	Maintenance procedure of the fusing section	
		Reinstalling the fusing unit	

3 PF-601/HT504

	3.1	Maintenance procedure of the tray section	3-3 3-10 3-11
4	DF-	609	
	4.1	Maintenance procedure of the paper feeding section Removing the paper feed unit	
5	App	pendix	
	5.1	Replacement parts list Main body Paper feeding unit PF-601 Document feeder DF-609	5-3 5-4

1 Introduction

1 Introduction

CMS

The CMS (Customer Maintenance Support) is a system that supports the customer who conducts a parts replacement operation by himself without getting an technical assistance from the customer engineer, to minimize the downtime (shutdown period of the machine operation) of the machine of the customer.

Notices to the customer who employs the CMS

When you want to employ the CMS, be sure to follow the instructions given by the customer engineer.

And also, when you conduct a part replacement operation, be sure to read each replacement instruction and follow the specific instructions given in it.

For your safety while in the replacement operation, be sure to keep this CMS Instructions for Replacement safely, and also be careful not to get it lost.

Should it get lost, contact our service representative.

Registered trademark

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1.1 Safety instructions

For your safe operation, the following are the descriptions of the notices and requests that you have to follow when replacing parts. Be sure to read them carefully before conducting any part replacement operation.

- Be sure to keep this CMS Replacement Instructions not to get it lost.
- Be sure to follow the caution items given in the CMS Replacement Instructions.

Warning and precaution symbols

In this CMS Replacement Instructions and on the copier, various types of graphic expressions are employed to allow you to conduct a part replacement operation properly without causing harm to you as well as other people, and also damage to the property.

The following indicators are used on the warning labels or in this manual to categorize the level of safety warnings.



♠ WARNING

Ignoring this warnings could cause serious injury or even death.

Do not ignore these safety advices.



CAUTION

Ignoring this cautions could cause injury or damage to property.

Do not ignore these safety advices.

Meaning of symbols

Symbol	Meaning	Example	Meaning
\triangle	A triangle indicates a danger against which you should take precaution.		This symbol warns against possible causes of burns.
\bigcirc	A diagonal line indicates a prohibited course of action.	®	This symbol warns against dismantling the device.
	A black circle indicates an imperative course of action.	9	This symbol indicates you must unplug the device.

Operations before replacing any part



CAUTION

Ignoring this cautions could cause injury or damage to property.

→ Do not ignore these safety advices.

Warning	Symbol
When conducting a part replacement operation, be sure to get guidance from the customer engineer. And also, read the CMS Replacement Instructions carefully before conducting a part replacement operation by following the prescribed procedure and using tools also prescribed. Be sure not to conduct any operations other than those described in the CMS Replacement Instructions. When the prescribed procedure and tools are not employed, this may cause damage to the copier or you may get injured.	
Before starting operations, be sure to unplug the power cords of the copier main body and the optional equipment from the power outlet. When the power cord is plugged into the power outlet, some electrical components may be energized even if the power switch is turned off. So, be careful not to get an electric shock.	
The temperature gets high in the vicinity of the fusing unit. Be careful not to come into contact with it, or you may get burned.	

CMS part replacement operation



WARNING

Ignoring this warnings could cause serious injury or even death.

→ Do not ignore these safety advices.

Warning	Symbol
Do not allow any metal parts such as clips, staples and screws to fall into the inside or opening of the copier. They may cause a short circuit to the internal parts of the copier, thus leading up to a risk of an electric shock or fire.	
Check the wiring harness for squeezing and any other damage. Current may leak, thus leading up to a risk of an electric shock or fire.	0

Power plug



WARNING

Ignoring this warnings could cause serious injury or even death.

→ Do not ignore these safety advices.

Warning	Symbol
Be sure to avoid plugging or unplugging the power cord with a wet hand. You may get an electric shock.	
Be sure to plug the power cord securely into the power outlet. Otherwise, a fire may result, or you may get an electric shock.	0



CAUTION

Ignoring this cautions could cause injury or damage to property.

→ Do not ignore these safety advices.

Warning	Symbol
When unplugging the power cord from the power outlet, be careful not to pull the power cord. Otherwise, a fire may result with the power cord damaged, or you may get an electric shock.	\Diamond

When any abnormal condition is found



WARNING

Ignoring this warnings could cause serious injury or even death.

→ Do not ignore these safety advices.

Warning	Symbol
When the copier gets hot abnormally, or when it gives out smoke, a foul smell or abnormal noise, turn off the power switch at once. And then be sure to unplug the power cord from the power outlet and contact our service technician.	€ C
When the copier is let fall or when the cover is damaged, turn off the power switch at once. And then, be sure to unplug the power cord from the power outlet and contact our service technician. Using the copier as it is may lead up to a fire, or you may get an electric shock.	



CAUTION

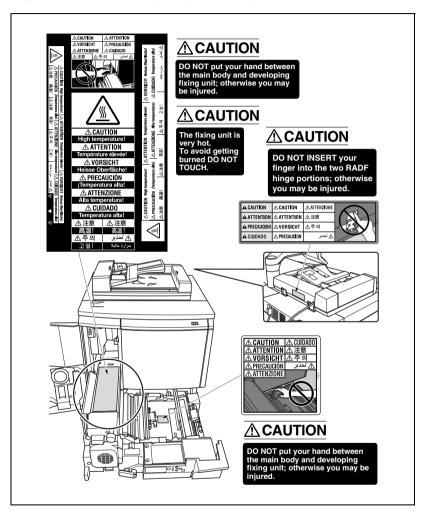
Ignoring this cautions could cause injury or damage to property.

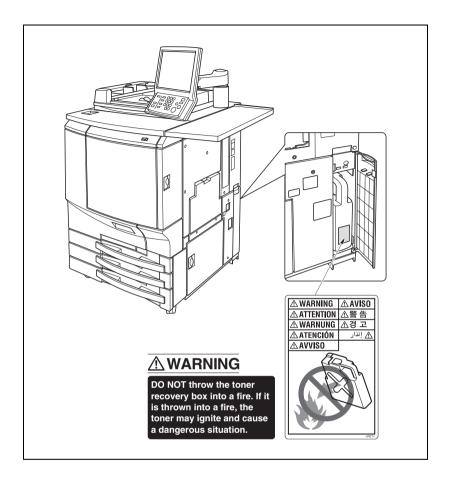
→ Do not ignore these safety advices.

Warning	Symbol
Some internal parts of the copier develops a high temperature, and you may get a burn when you come into contact with one of these parts. When checking the internal parts while in a part replacement operation, be careful not come into contact with a section like these (around the fusing unit) with a symbol indicating "High Temperature" provided.	

1.2 Caution notations and caution labels

For this copier, there are the caution notations or labels for safety operations provided at the locations as shown below. Be sure to take every care to avoid any accidents while in the part replacement operation.





2

bizhub PRO C6500/bizhub PRO C6500e

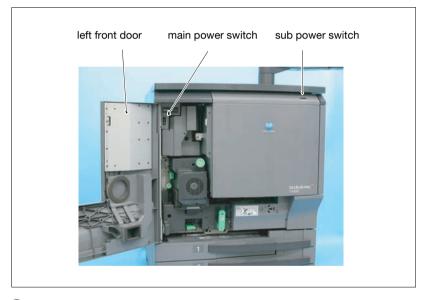
2 bizhub PRO C6500/bizhub PRO C6500e

2.1 Maintenance procedure of the housing section

Removing the dust-proof filter 1 assy

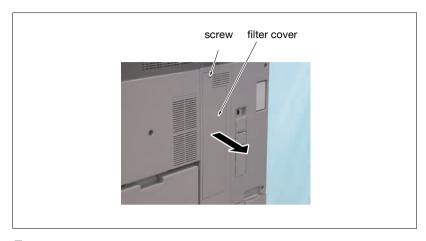
Periodically replaced parts/cycle:

- Dust-proof filter 1 assy: Every 200,000 prints (actual replacement cycle: Varies depending on the coverage, the developing roller drive distance and temp/humidity)
- 1 Turn OFF the sub power switch.



- 2 Open the left front door, and then turn OFF the main power switch.
- 3 Unplug the power cord.

4 Remove the screw, and remove the filter cover.



5 Remove the dust-proof filter 1 assy.

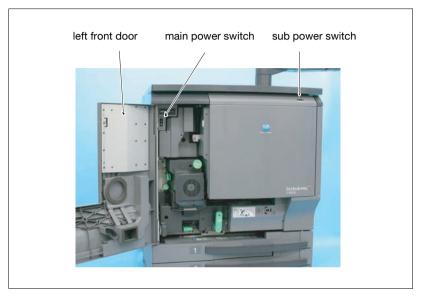


Reinstalling the dust-proof filter 1 assy

Removing the dust-proof filter 2 assy

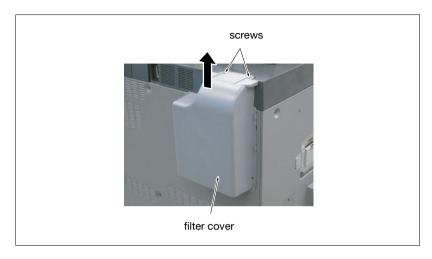
Periodically replaced parts/cycle:

- Dust-proof filter 2 assy: Every 200,000 prints
- 1 Turn OFF the sub power switch.

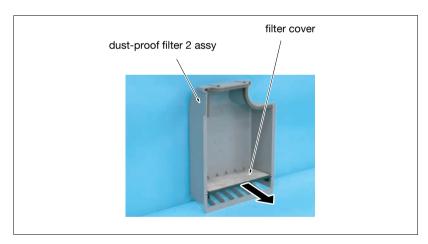


- 2 Open the left front door, and then turn OFF the main power switch.
- 3 Unplug the power cord.

4 Loosen the two screws and remove the filter cover.



5 Pull out the dust-proof filter 2 assy from the filter cover.



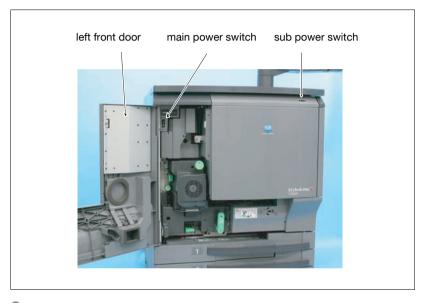
Reinstalling the dust-proof filter 2 assy

2.2 Maintenance procedure of the toner collection box

Removing the toner collection box assy

Periodically replaced parts/cycle:

- Toner collection box assy: Every 50,000 prints
- 1 Turn OFF the sub power switch.



- 2 Open the left front door, and then turn OFF the main power switch.
- 3 Unplug the power cord.

4 Open the toner collection door, and pull out the toner collection box assy.



toner collection box assy

5 Peel off the label on the toner collection box assy and close the opening of the toner collection box assy with the label.



Reinstalling the toner collection box assy

2.3 Maintenance procedure of the paper feeding section

Removing the pick-up roller/paper feed roller rubber

Periodically replaced parts/cycle:

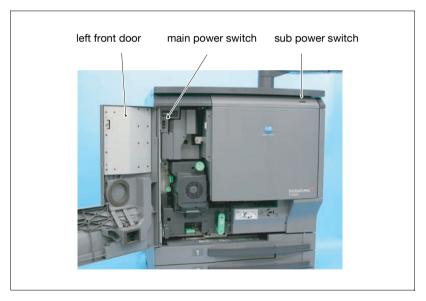
- Pick-up roller: Every 2,400,000 prints (actual replacement cycle: every 800,000 feed)
- Paper feed roller rubber: Every 400,000 prints (actual replacement cycle: every 125,000 feed)



Note

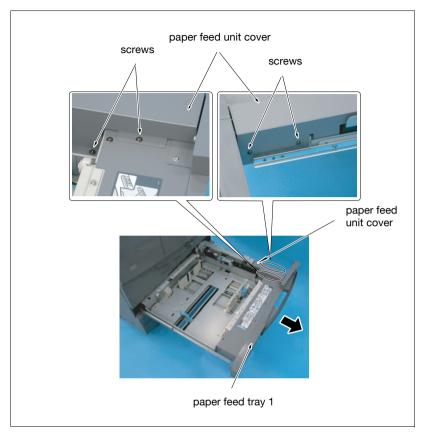
The tray 1 was used to illustrate the replacement procedure below. The procedure is the same for the tray 2 and tray 3.

Turn OFF the sub power switch.



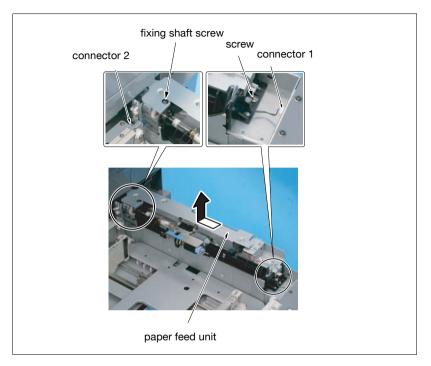
- 2 Open the left front door, and then turn OFF the main power switch.
- 3 Unplug the power cord.

4 Pull out the paper feed tray 1.



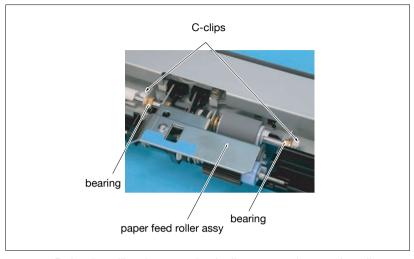
5 Remove the four screws and remove the paper feed unit cover.

6 Disconnect the connector 1.



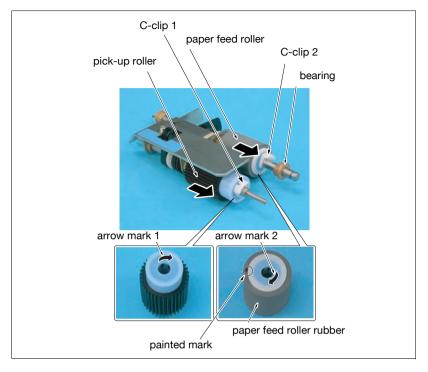
- Remove the screw and loosen the fixing shaft screw.
- 8 Slide the paper feed unit in the direction of the arrow, and lift the unit to remove it disconnecting the connector 2.

9 Remove the two C-clips, slide the two bearings outward, and remove the paper feed roller assy.



 Before installing the paper feed roller assy, make sure the rollers are free of grease or dust.

10 Remove the bearing.



- 11 Remove the C-clip 1 and remove the pick-up roller.
 - When installing the pick-up roller, be sure that the arrow mark 1 is facing toward the C-clip 1.
- 12 Remove the C-clip 2 and remove the paper feed roller.
 - When installing the paper feed roller, be sure that the arrow mark 2 is facing toward the C-clip.
- 13 Remove the paper feed roller rubber from the paper feed roller.
 - When installing the paper feed roller rubber, be sure that the painted mark is facing toward the arrow mark 2.

Reinstalling the pick-up roller/paper feed roller rubber

Removing the separation roller rubber

Periodically replaced parts/cycle:

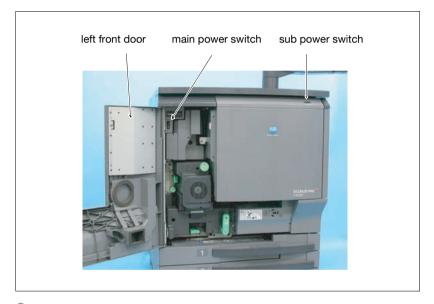
 Separation roller rubber: Every 400,000 prints (actual replacement cycle: every 125,000 feed)



Note

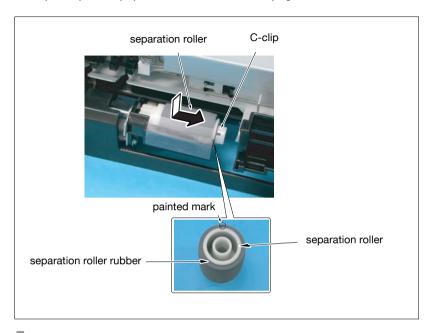
The tray 1 was used to illustrate the replacement procedure below. The procedure is the same for the tray 2 and tray 3.

1 Turn OFF the sub power switch.



- 2 Open the left front door, and then turn OFF the main power switch.
- 3 Unplug the power cord.

4 Remove the paper feed roller assy. For details, refer to "Removing the pick-up roller/paper feed roller rubber" on page 2-10.



- 5 Remove the C-clip and remove the separation roller.
 - Before installing the separation roller, make sure the roller is free of grease or dust.
- 6 Remove the separation roller rubber from the separation roller.
 - When installing the separation roller rubber, be sure that the painted mark is facing toward the C-clip.

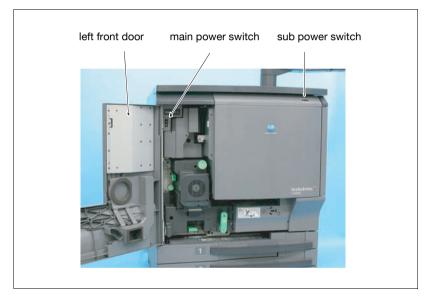
Reinstalling the separation roller rubber

2.4 Maintenance procedure of the bypass feed tray section

Removing the pick-up roller/paper feed roller rubber

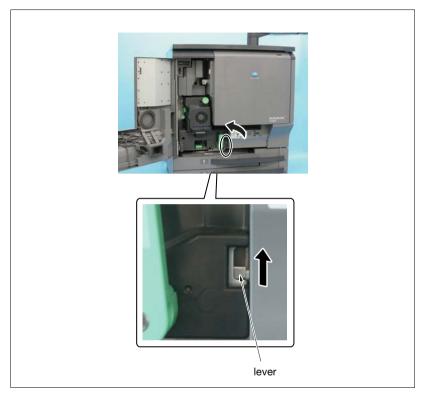
Periodically replaced parts/cycle:

- Pick-up roller: Every 4,000,000 prints (actual replacement cycle: every 800,000 feed)
- Paper feed roller rubber: Every 1,400,000 prints (actual replacement cycle: every 125,000 feed)
- Turn OFF the sub power switch.

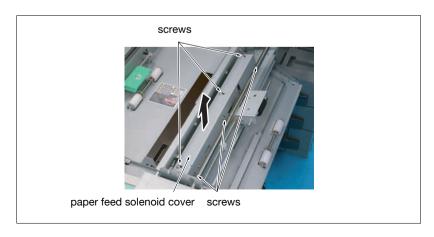


- 2 Open the left front door, and then turn OFF the main power switch.
- 3 Unplug the power cord.

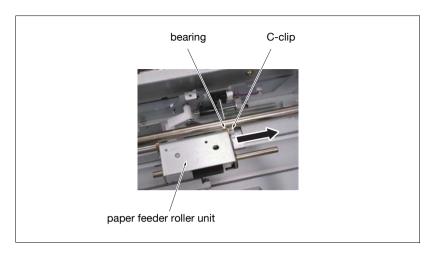
4 While lifting the lever marked in the picture, turn the handle in the arrow marked direction and pull out the ADU.



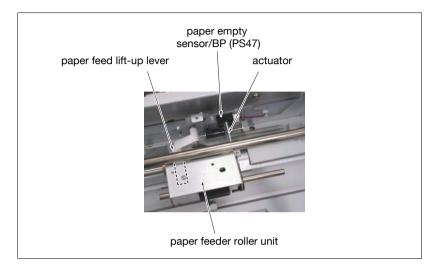
5 Remove the six screws and remove the paper feed solenoid cover.



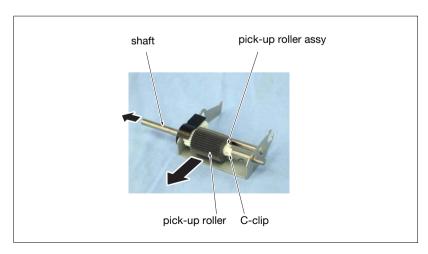
6 Remove the C-clip.



- 7 Remove the bearing and remove the paper feed roller unit.
 - When installing the paper feed roller unit, be sure to fit the actuator in the detection section of the paper empty sensor/BP (PS47).

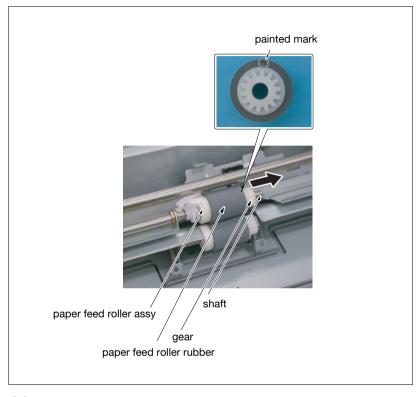


- When installing the paper feed roller unit, bring the tip of the paper feed lift-up lever into contact with the undersurface of the plate of the paper feed roller unit.
- 8 Remove the C-clip, pull out the shaft, and remove the pick-up roller assy.





- 9 Remove the pick-up roller from the pick-up roller assy.
- 10 Remove the paper feed roller assy from the shaft.



- 11 Remove the paper feed roller rubber from the paper feed roller assy.
 - When installing the paper feed roller rubber, be sure that the painted mark is facing toward the gear.

Reintalling the pick-up roller/paper feed roller rubber

2.5 Maintenance procedure of the fusing section

\triangle

CAUTION

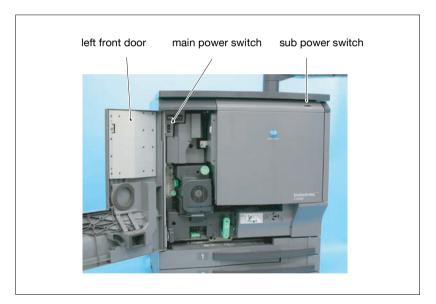
Precaution for high temperature

Immediately after turning off the main power switch or the sub power switch, the fusing section is very hot and you may get burnt.

→ Be sure to start operations when the temperature cools down sufficiently.

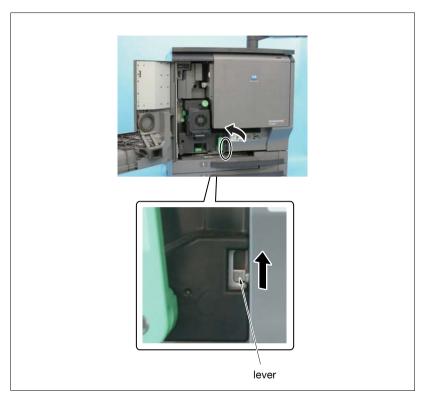
Removing the fusing unit

1 Turn OFF the sub power switch.



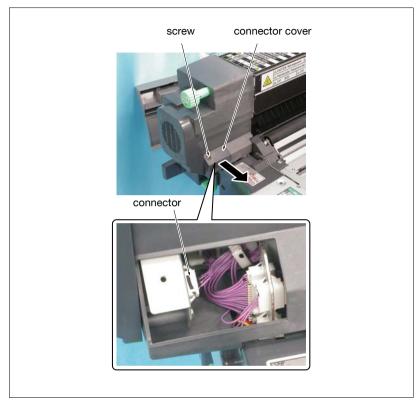
- 2 Open the left front door, and then turn OFF the main power switch.
- 3 Unplug the power cord.

4 While lifting the lever marked in the picture, turn the handle in the arrow marked direction and pull out the ADU.



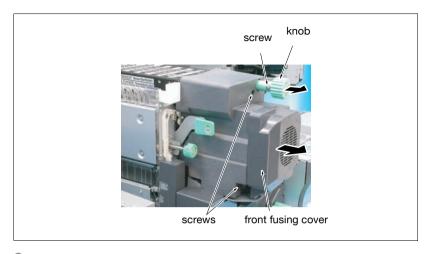
5 Open the front door and the toner supply section.

6 Remove the screw, and remove the connector cover.



7 Disconnect the connector.

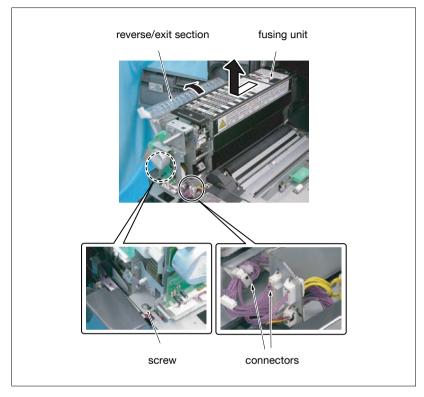
8 Remove the screw, and remove the knob.



9 Remove the two screws and remove the front fusing cover.



10 Disconnect the two connectors.



- 11 Open the reverse/exit section.
- 12 Remove the screw and remove the fusing unit.
 - When installing/removing the fusing unit, be sure to hold both ends of the unit and slide it toward you in the direction of the arrow before lifting up the unit.

Reinstalling the fusing unit

→ Reinstall the above parts following the removal steps in reverse.

PF-601/HT504

3 PF-601/HT504

3.1 Maintenance procedure of the tray section

Removing the pick-up rubber/paper feed roller

Periodically replaced parts/cycle:

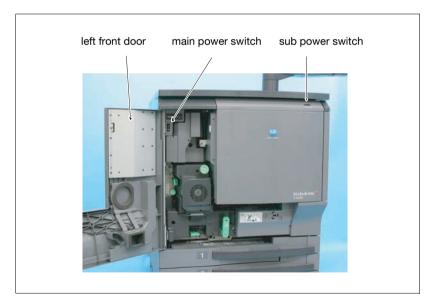
- Pick-up rubber: Every 600,000 prints (actual replacement cycle: every 300,000 feed)
- Paper feed roller: Every 600,000 prints (actual replacement cycle: every 300.000 feed)



Note

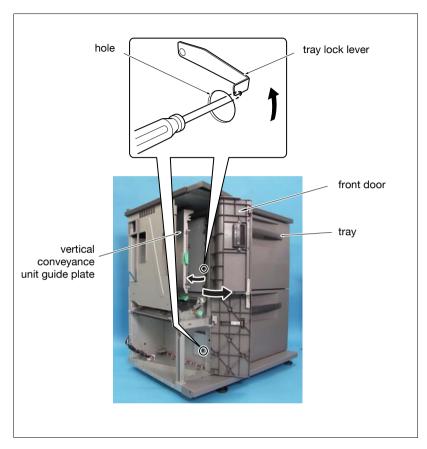
The appearance of the collars is the same for the paper feed roller and the separation roller. However, the collar of the paper feed roller has a one-way mechanism inside, be sure not to mix up these two rollers.

1 Turn OFF the sub power switch.



- 2 Open the left front door, and then trun OFF the main power switch.
- 3 Unplug the power cord.

4 Open the front door.

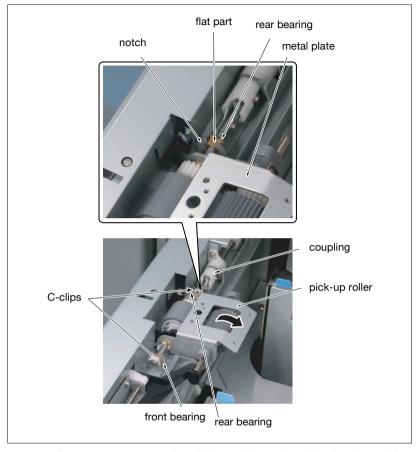


5 Open the vertical conveyance unit guide plate (tray 4 only).

- 6 Insert a screwdriver or a similar tool into the hole, lift up the tray lock lever slightly, and pull out the tray.
 - Do not pull out tray all the way. Hold tray so that the stopper on the left side of the tray pushed in, and make the pick-up holder assy placed horizontally (paper feed position).

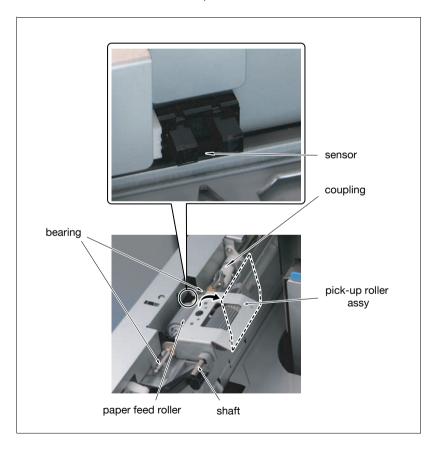


7 Rotate the pick-up roller in the direction of the arrow (clockwise as seen from the front side) and bring the coupling to the shown position.

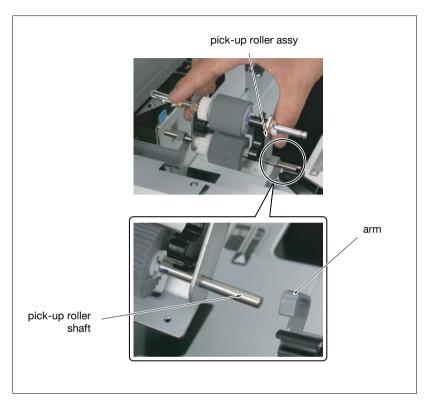


- Be sure not to rotate the pick-up roller against the direction of the arrow forcibly, as the roller is designed not to rotate in that direction.
- 8 Remove the two C-clips.
- 9 Remove the front bearing.

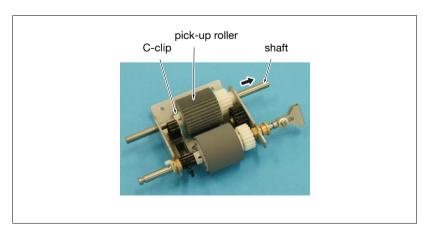
- 10 Move the rear bearing to the rear side.
 - When installing the bearing, hold down the metal plate of the pickup roller assy slightly, and insert the flat part of the rear bearing while keeping it horizontally into the notch of the metal plate. Then, insert the front bearing in the same manner.
- 11 Hold the pick-up roller assy by hand and lift and tilt the paper feed roller so that it rotates on the shaft of the pick-up roller to remove it from both the notch of the bearing and the coupling.
 - When removing the pick-up roller assy, be careful not to damage the sensor with the metal plate.



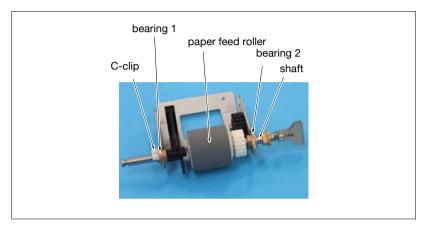
12 Remove the pick-up roller shaft from the arm of the paper feed guide plate and remove the pick-up roller assy.



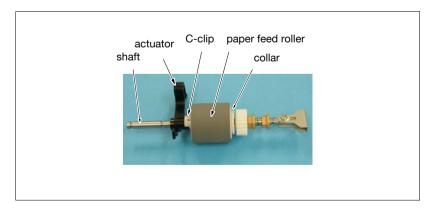
13 Remove the C-clip, pull out the shaft, and remove the pick-up roller.



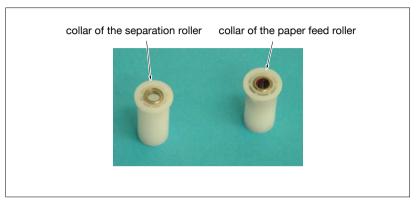
- 14 Remove the pick-up rubber from the pick-up roller.
- 15 Replace the pick-up rubber.
- 16 Remove the C-clip and remove the bearing 1.



- 17 Slide the bearing 2 and remove the paper feed roller together with the shaft.
- 18 Remove the actuator from the shaft.



- 19 Remove the C-clip and pull out the paper feed roller from the collar.
- 20 Replace the paper feed roller.



 The appearance of the collars is the same for the paper feed roller and the separation roller. However, the collar of the paper feed roller has a one-way mechanism inside while the collar of the separation roller has no one-way mechanism, be sure not to mix up these two rollers.

Reinstalling the pick-up rubber/paper feed roller

→ Reinstall the above parts following the removal steps in reverse.

Removing separation roller

Periodically replaced parts/cycle

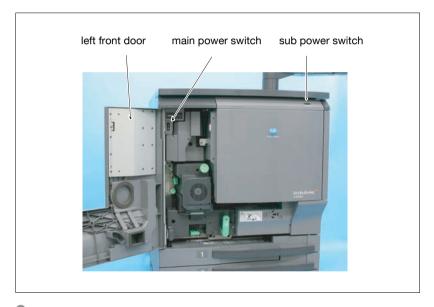
 Separation roller: Every 600,000 prints (actual replacement cycle: every 300,000 feed)



Note

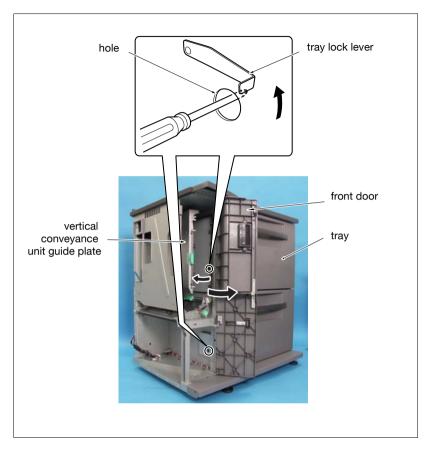
The appearance of the collars is the same for the paper feed roller and the separation roller. However, the collar of the paper feed roller has a one-way mechanism inside, be sure not to mix up these two rollers.

1 Turn OFF the sub power switch.



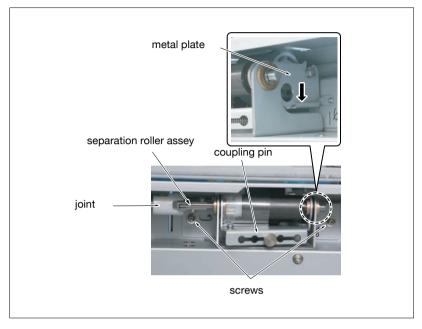
- 2 Open the left front door, and then turn OFF the main power switch.
- 3 Unplug the power cord.

4 Open the front door.



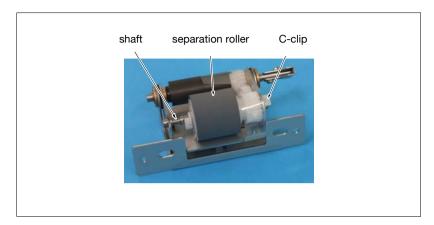
- 5 Open the vertical conveyance unit guide plate (tray 4 only).
- 6 Insert a screwdriver or a similar tool into the hole, lift up the tray lock lever slightly, and pull out the tray.

7 Remove two screws.

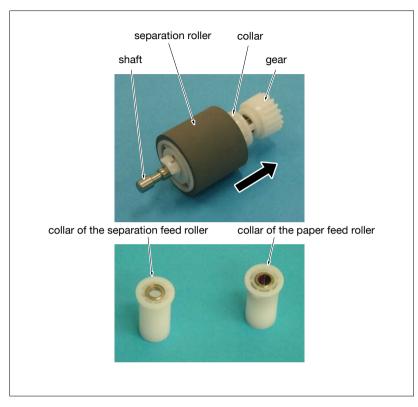


- Disengage the coupling pin from the joint while pressing down the metal plate of the separation roller assy, and remove the separation roller assy.
 - When installing the separation roller assy, press down the metal plate of the separation roller assy and engage the coupling pin to the joint.

9 Remove the C-clip of the separation roller assy and remove the separation roller together with the shaft.



10 Pull out the gear, the collar and the separation roller from the shaft to the arrow-marked direction, and remove them.



11 Replace the pick-up roller.



Note

The appearance of the collars is the same for the paper feed roller and the separation roller. However, the collar of the paper feed roller has a one-way mechanism inside while the collar of the separation roller has no one-way mechanism, be sure not to mix up these two rollers.

Reinstalling the separation roller

Reinstall the above parts following the removal steps in reverse.

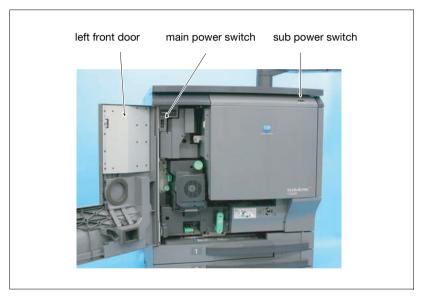
4 DF-609

4 DF-609

4.1 Maintenance procedure of the paper feeding section

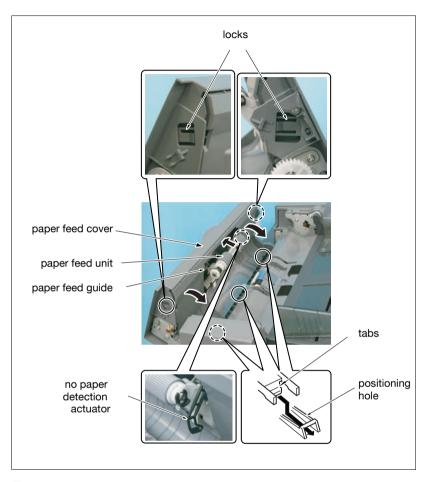
Removing the paper feed unit

1 Turn OFF the sub power switch.



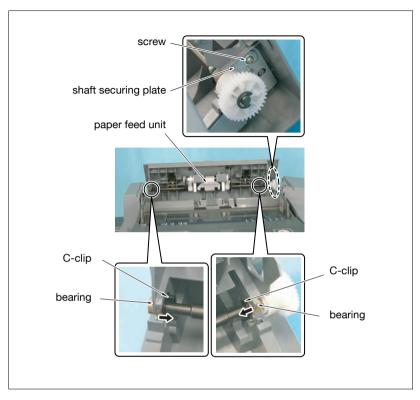
- 2 Open the left front door, and then trun OFF the main power switch.
- 3 Unplug the power cord.

4 Open the paper feed cover.



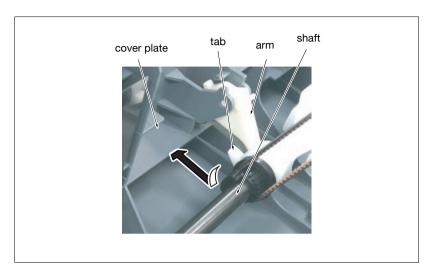
- 5 Release the two locks of the paper feed guide.
- Turn the paper feed guide in the direction of the two arrows while pushing in the paper feed unit to the paper feed cover side, and remove the paper feed guide upward.
 - When installing the paper feed guide, fit the three tabs in each positioning hole.
 - When installing the paper feed guide, be sure to put the no paper detection actuator so that it protrudes out of the paper feed guide as shown in the figure on the left.

Remove the screw and remove the shaft securing plate.



8 Remove the two C-clips.

- 9 Slide the two bearings inward, and remove the paper feed unit.
 - When removing the paper feed unit, be sure not to damage the arm with the shaft.



- When installing the paper feed unit, make sure the arm is mounted on the shaft.
- When installing the paper feed unit, insert the tab under the cover plate as shown in the figure.

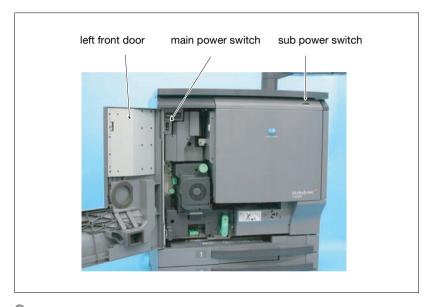
Reinstalling the paper feed unit

→ Reinstall the above parts following the removal steps in reverse.

Removing the pick-up roller/paper feed roller

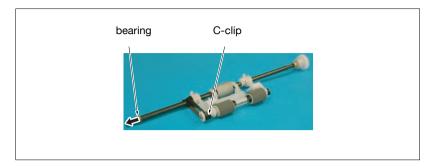
Periodically replaced parts/cycle

- Paper feed roller: Every 1,800,000 prints (actual replacement cycle: every 625,000 feed)
- Pick-up roller: Every 1,800,000 prints (actual replacement cycle: every 625,000 feed)
- 1 Turn OFF the sub power switch.

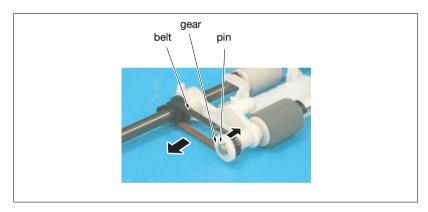


- 2 Open the left front door, and then turn OFF the main power switch.
- 3 Unplug the power cord.
- 4 Remove the paper feed unit. For details, refer to "Removing the paper feed unit" on page 4-3.

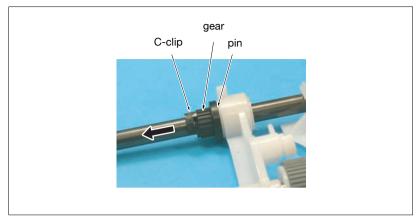
5 Remove the bearing.



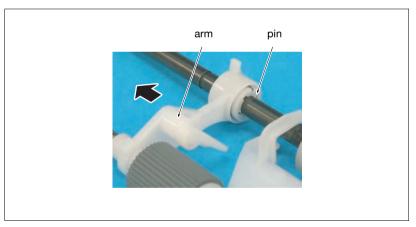
- 6 Remove the C-clip.
- Slide the gear in the direction of the arrow and remove the pin. Then remove the gear and the belt in the direction of the arrow.



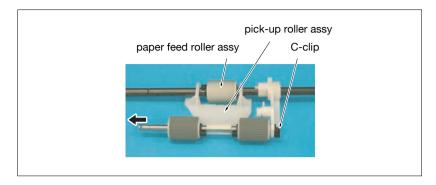
8 Remove the C-clip, then remove the gear and the pin.



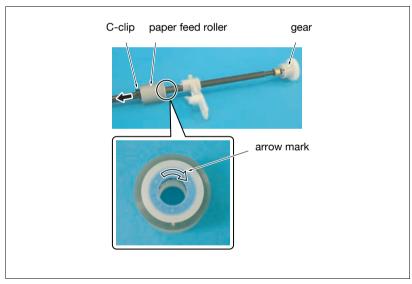
- Be careful not to lose the pin as it may drop off the shaft when removing the gear.
- 9 Remove the arm and the pin.



 Be careful not to lose the pin as it may drop off the shaft when removing the arm. 10 Remove the C-clip, and remove the pick-up roller assy from the paper feed roller assy.



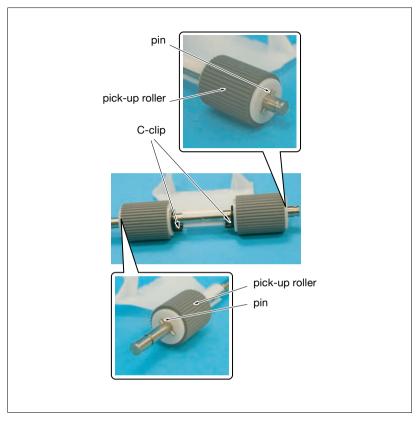
11 Remove the C-clip and pull out the paper feed roller from the shaft to replace it with new one.



 When installing the paper feed roller, make sure that the arrow mark on the paper feed roller is facing the gear.

12 Remove the C-clip.

 Be careful not to lose the pin as it may drop off the shaft when removing the C-clip. 13 Remove the pin and remove the pick-up roller.



- 14 Remove the C-clip.
 - Be careful not to lose the pin as it may drop off the shaft when removing the C-clip.
- 15 Remove the pin and remove the pick-up roller.

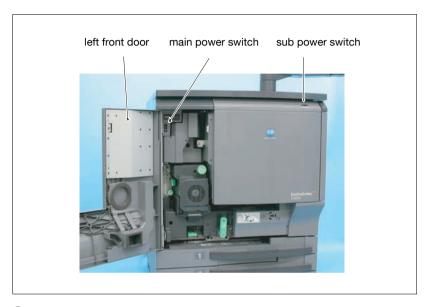
Reinstalling the pick-up roller/paper feed roller

→ Reinstall the above parts following the removal steps in reverse.

Removing the separation roller

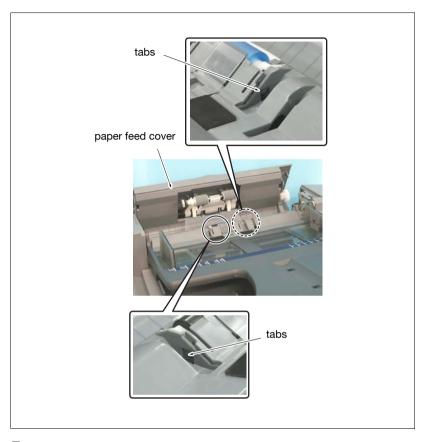
Periodically replaced parts/cycle

- Separation roller: Every 1,800,000 prints (actual replacement cycle: every 625,000 feed)
- 1 Turn OFF the sub power switch.



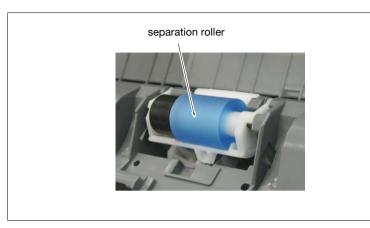
- 2 Open the left front door, and then turn OFF the main power switch.
- 3 Unplug the power cord.

4 Open the paper feed cover.

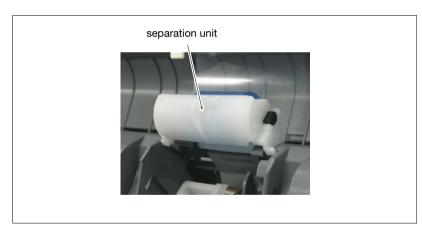


5 Push the two tabs inward to release the lock and remove the separation unit cover.

6 Pinch both ends of the roller shaft and raise the separation roller straight up.



Remove the separation unit and replace it with a new one.



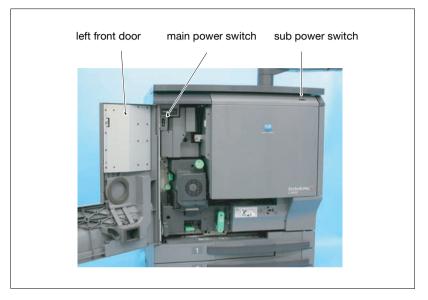
Reinstalling the pick-up roller/paper feed roller

→ Reinstall the above parts following the removal steps in reverse.

Cleaning the timing sensor (PS302)

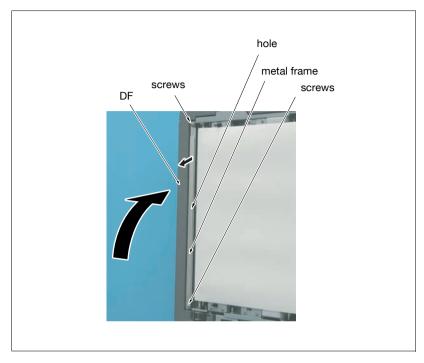
Periodically cleaned parts/cycle

- Timing sensor (PS302): Every 200,000 prints
- 1 Turn OFF the sub power switch.



- 2 Open the left front door, and then turn OFF the main power switch.
- 3 Unplug the power cord.

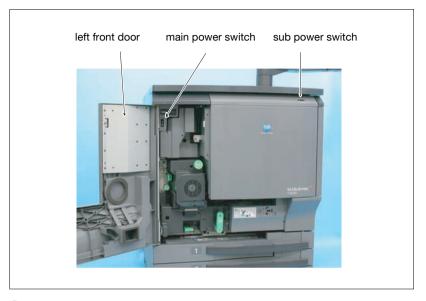
4 Secure the hinge adjustment bracket at 90 degrees.



- 5 Open the DF vertically.
- 6 Remove the two screws and open the metal frame in the direction of the arrow.
 - The two screws are different from each other, so try not to mix them up.
- 7 Clean the timing sensor (PS302) through the hole with a blower brush or a similar tool.

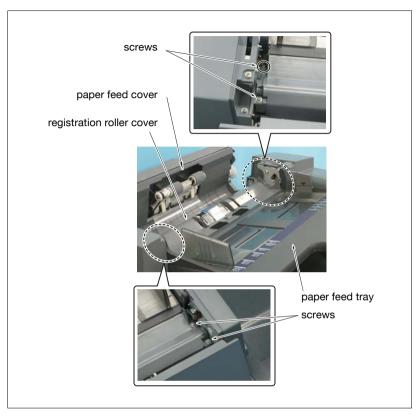
Removing the registration roller cover

1 Turn OFF the sub power switch.



- 2 Open the left front door, and then turn OFF the main power switch.
- 3 Unplug the power cord.

4 Open the paper feed cover.



- 5 Raise the paper feed tray straight up.
- 6 Remove the four screws and remove the registration roller cover.

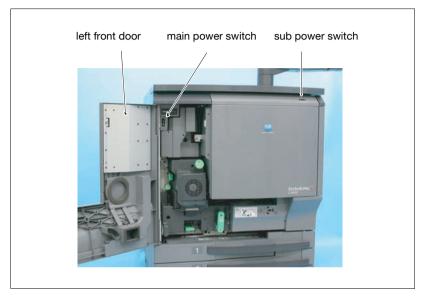
Reinstalling the registration roller cover

→ Reinstall the above parts following the removal steps in reverse.

Cleaning the registration roller

Periodically cleaned parts/cycle:

- Registration roller: Every 200,000 prints
- 1 Turn OFF the sub power switch.



- 2 Open the left front door, and then turn OFF the main power switch.
- 3 Unplug the power cord.

4 Remove the registration roller cover. For detail, refer to "Removing the registration roller cover" on page 4-17.

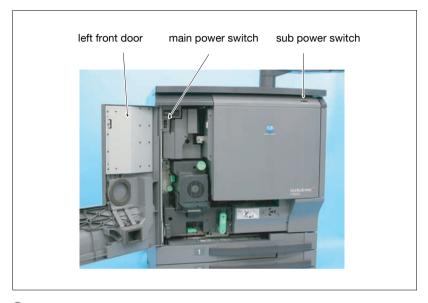


- 5 Soak cotton waste with alcohol and wipe the three registration rollers with it.
- 6 Reinstall the registration roller cover. For details, refer to "Reinstalling the registration roller cover" on page 4-18.

Cleaning the registration sensor (PS301)

Periodically cleaned parts/cycle Registration sensor: Every 200,000 prints

1 Turn OFF the sub power switch.



- 2 Open the left front door, and then turn OFF the main power switch.
- 3 Unplug the power cord.

4 Remove the registration roller cover. For details, refer to "Removing the registration roller cover" on page 4-17.



- 5 Clean the registration sensor (PS301) with a blower brush or a similar tool.
- 6 Reinstall the registration roller cover. For details, refer to "Reinstalling the registration roller cover" on page 4-18.

5 Appendix

5 Appendix

5.1 Replacement parts list

Main body

Part name	Part number
Toner collection box	A03UR7020
Dust-proof filter 1 (right side) exchanging assy	A03UR7010
Dust-proof filter 2 (rear side)	65AAR7180
Feed / reverse (separation) rubber (tray 1)	25SA40960E
Feed / reverse (separation) rubber (tray 2)	25SA40960E
Feed / reverse (separation) rubber (tray 3)	25SA40960E
Feed / reverse (separation) rubber (bypass)	25SA40960E
Paper feed roller (tray 1)	56AA-458
Paper feed roller (tray 2)	56AA-458
Paper feed roller (tray 3)	56AA-458
Paper feed roller (bypass)	65AA-520
Charging corona Y (page)	A03UR7030
Charging corona M (page)	A03UR7030
Charging corona C (page)	A03UR7030
Charging corona K (page)	A03UR7030
Fusing unit	A03UR71800

Paper feeding unit PF-601

Part name	Part number
Pick-up rubber	55VA4111
Paper feed roller	55VA-483
Separation roller	55VA-483

Document feeder DF-609

Part name	Part number
Pick-up roller	13YH4039
Paper feed roller	13YH4064
Separation roller	20AJ4015